УНИВЕРЗИТЕТ У ИСТОЧНОМ САРАЈЕВУ
UNIVERSITY OF EAST SARAJEVO

Internal Quality Assurance System

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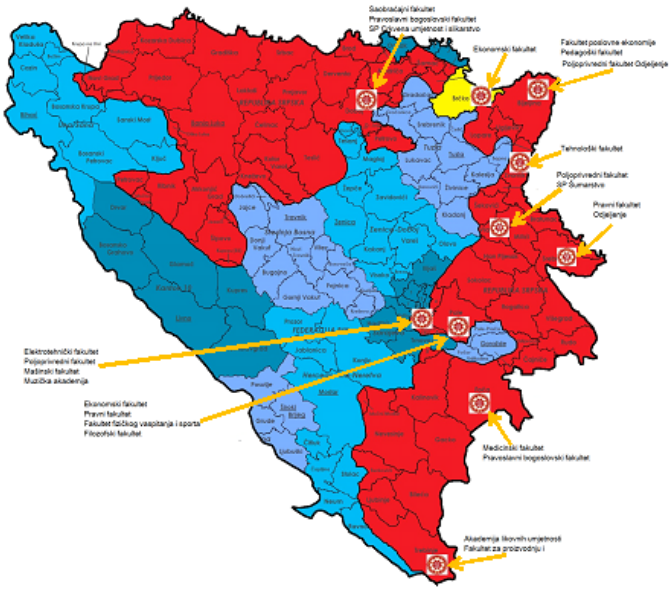
University of East Sarajevo ID Card

- Address: **Vuka Karadzica 30, 71123 East Sarajevo**
- Tel/ fax: **+387 57 320 330**
- E-mail: univerzitet@uni-es.com
- Web site: www.ues.rs.ba
- Type of institution: **Public**
- Founded: **1992**
- Founder: **National Assembly of Republic of Srpska**
- Number of students: **15062 (13198 + 1709 + 155)**
- Number of teaching staff: **953**
- Number of administrative staff: **398**
- Number of organizational units: **17 in 8 university centers**
- Number of study programs of I cycle*:* **53**
- Number of study programs of II cycle*:* **43**



Cycles of education

Three cycle system of organization studies:

- I study cycle - 180-240 ECTS, 360 ECTS (Medicine, Dentistry)
- II study cycle - 60-120 ECTS
- III study cycle - 180 ECTS

- Most of the study programs are organized by system **4 + 1**, only three are organized by the 3 + 2 system.
- Officially, all organizational units are organized studies in accordance with Bologna principles from the academic year 2007/08 (*I study cycle*), and from the academic year 2011/12 (*II study cycle*).
- Doctoral studies from 2014/15.

Mission (**our goal... why are we here?**)
Our mission is to provide intellectual and stimulating environment for learning, research and the art of making a contribution to the social, economic and cultural progress in line with the projected regional, national and international development.

Vision (**where we strive to be in the future?**)
Our vision is to be recognized at the regional, national and international level through excellence in teaching, research and the arts.

Values (**what we stand for?**)
INTEGRITY – RESPONSIBILITY – PARTNERSHIP – COLLEAGUES – EXCELLENCE – INNOVATION – CREATIVITY – EQUALITY – CARE ENVIRONMENT

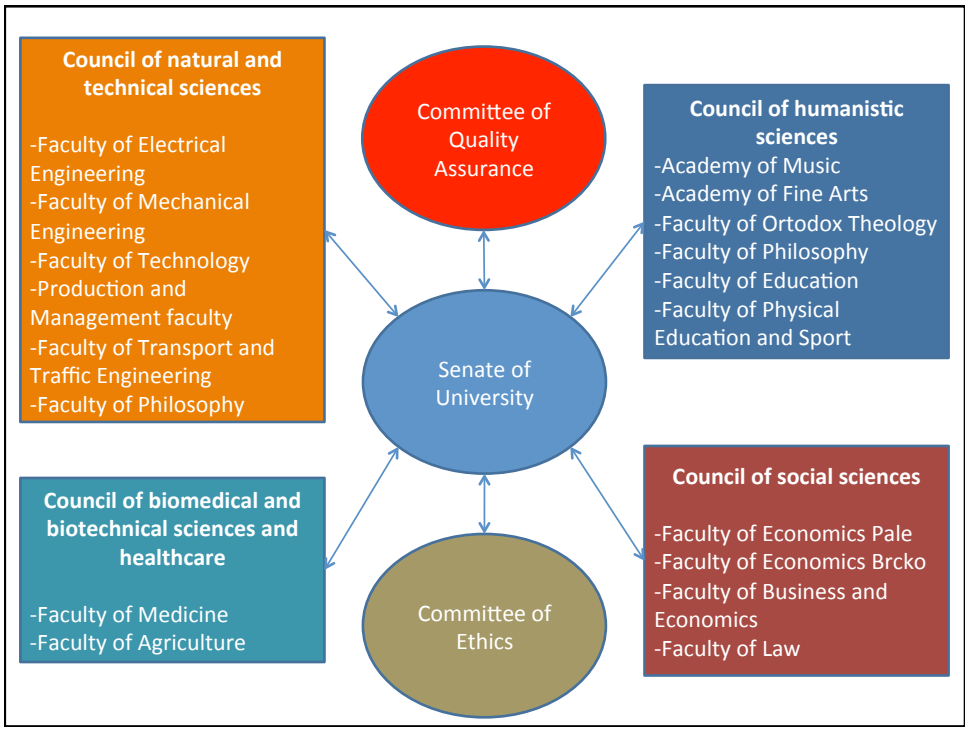
Licensing and Accreditation

- **Licensing** of study programs is regulated by Law on Higher Education of the Republic of Srpska, Regulation on licensing of the Government of the Republic of Srpska and University procedure for proposing study programs. Ministry of education and culture of Republic of Srpska
- All study programs are licensed by Ministry (53 I cycle, 43 II cycle).
- UES is accredited by Agency for accreditation of HEI of Republic of Srpska and registered in the Register of HE Acrredited institutions by Agency for Development of HE and Quality Assurance by the Decision No. 05-33-1-870-14/12.
- The application was submitted in May 2012.
- The External Commission visit, January 2013.
- Re-accreditation for 5 years.
- Accreditation of study programs...

Management Responsibility and Organization

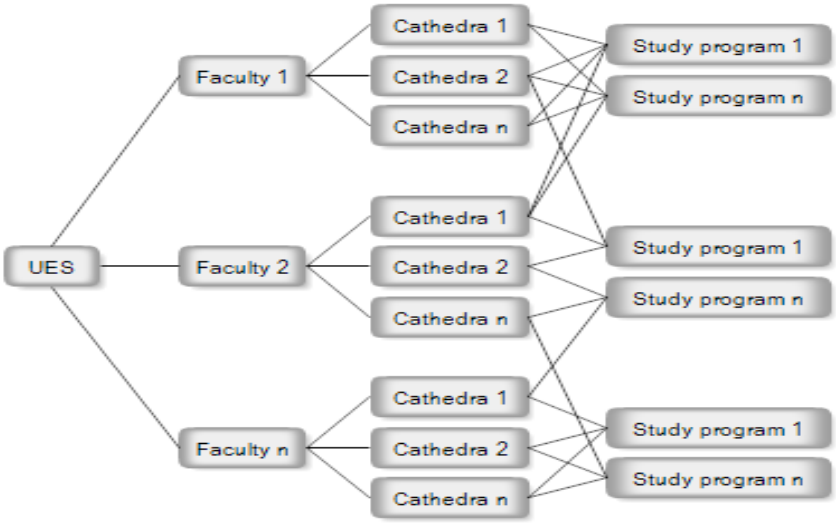
Organizational and Management structure

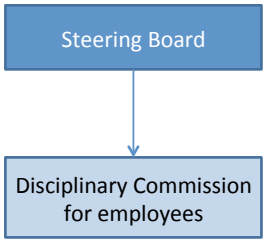
- UES is integrated university from 2007.
- 17 faculties and academies, and Rectorate are organizational units of UES.
- The management body – Steering Board.
- The highest academic body – Senate.
- Management authority – Rector.
- 4 vice-rectors.
- **4 Professional scientic councils of Senate.**
- Rulebook on internal organization and sistematization of work places.
- Faculties and academies. Dean. Vice-deans. Faculties Councils.



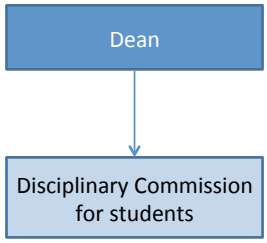
- All faculties and academies are divided by scientific and artistic areas in accordance with study programs for which they are responsible.
- These councils are professional bodies of Senate.
- Responsibilities: consideration of proposal ang giving opinions from faculties Councils about election in title, consideration of proposal in the procedure of getting academic title and scientific title – doctor of science, other issues on the request by Senat.
- **Committee of Ethics** - resolves violations of the Code of Professional Ethics.
  - Applications for violation of the Code shall be submitted to the Committee in writing and are required to be signed by the person who submitted them.
  - 7 members - representative of each professional Council, vice rector, 2 representative of students. Senate appoints members.

University – Faculties and Academies – Cathedra – Study programs





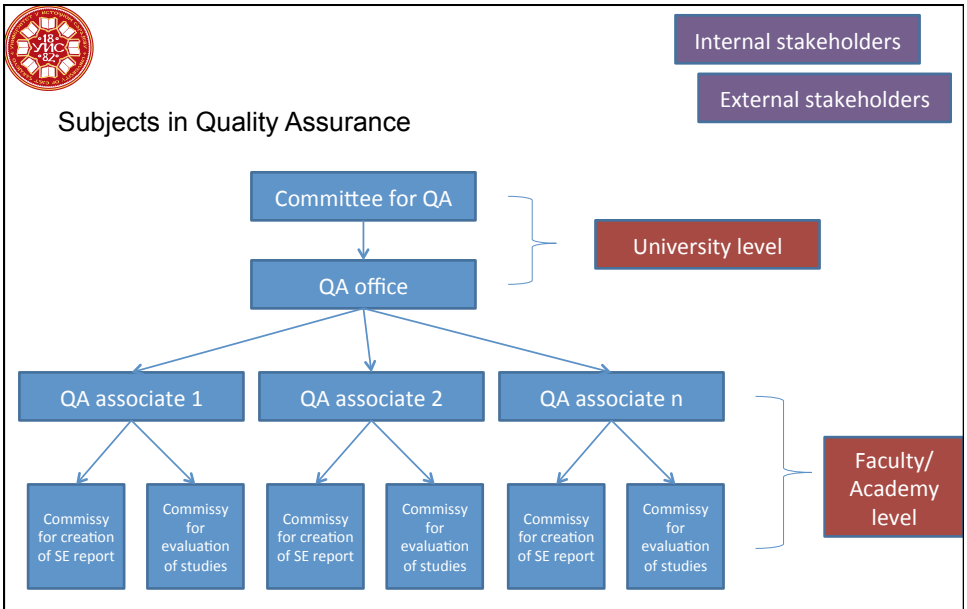
- responsible for conducting disciplinary proceedings and determining disciplinary responsibility for serious violations of the obligations of employees
- 3 members. Steering Board appoints 2, Syndicate appoints 1.
- Rulebook
- Complaints to Steering Board



- responsible for conducting disciplinary proceedings and determining disciplinary responsibility for serious violations of the obligations of students
- 3 members. 1 is students.
- Rulebook
- Complaints to faculty council and Senate.

- **Committee of Quality Assurance** – professional and advicory body of Senate and Rector on issues of QA. Senate appoints members.
- 16 members – professionals in their scientific fields, 3 students appointed by SPUIS. Responsibilities:
  - ✓ promotes the building of quality culture,
  - ✓ defines the standards, criteria and indicators of quality,
  - ✓ conducting a self-assessment procedure at the University,
  - ✓ planning and preparation activities related to monitoring and quality control...

Subjects in Quality Assurance



Main responsibilities of QA office at the university level

- Systematization of work places, Rulebook of QA, other rulebooks

1. Provides administrative and technical assistance to the Committee for Quality Assurance of University and participate in its activities
2. Coordinate the work of QA associates at the organizational units
3. Work on establishment and edit documents on quality assurance of the University and to monitor their implementation
4. Coordinate the actions of reporting on self-evaluation and quality assessment of organizational units and participating in the preparation of reports on self-evaluation and quality assessment of the University
5. Coordinate the procedure and participate in the training and preparation of University and organizational units in the process of accreditation, reaccreditation and other forms of external evaluation
6. Coordinate the process of evaluating the quality of studies by students, administrative personnel, teaching staff and external users (surveys)
7. Collect, process and analyze information on quality assurance by all users (internal and external) and forward them to the appropriate university bodies
8. Participate in the control of the effectiveness of measures for improving in order to prevent the appearance of conflicts of various university sectors and organizational units (in accordance with the procedure of taking measures to improve)
9. Participate in internal quality audits of different university sectors and organizational units of University...

Main responsibilities of QA associates at faculty level

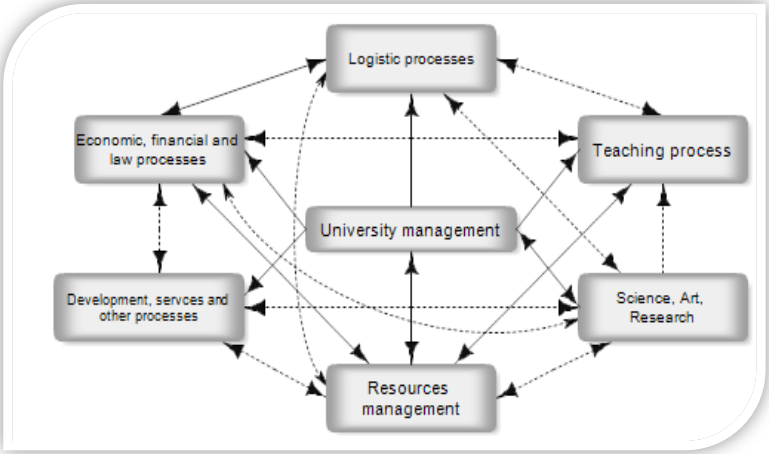
- Rulebook of QA, Rulebook of self evaluation and quality assessment, Rulebook of evaluation of quality studies

1. Provides administrative and technical assistance to the QA office at University
2. Coordinate the work of Commission for creation of self evaluation report
3. Coordinate the work of Commission for evaluation of quality studies
4. Report to the QA office and faculty council about procedure of evaluation of quality studies and self evaluation report

Main responsibilities of QA commissions at faculty level

- Rulebook of self evaluation and quality assessment, Rulebook of evaluation of quality studies
- Members: teachers, administrative staff, students (SPUIS appoints students in all commissions)

University processes



- For each of these process are defined responsible positions and types of responsibilities, system activity, internal and other documents related to the process.

Students and Quality Assurance

- The students' role is defined by the Statute of the University.
- Steering Committee - 1 representative.
- Senate - not less than 15% of the total number of members.
- Faculty Council and the Academy - not less than 15% and more than 20%.
- Committee for Quality Assurance - not less than 15% of the total number of members.
- Ethics Committee - 2 students.
- The members of the various commissions at the University level and faculty level (self-assessment, surveys).
- Statute SPUIS - SPUIS selects students in all organs of the University.
- SPUIS - UIS = Agreement on mutual rights and obligations.
- Elections in the position of teacher - student survey - Law on Higher Education of the Republic of Srpska.

QA Documents

Quality assurance documents

- All university documents are in service of quality assurance. The most important QA documents are:
  - ✧ Quality policy
  - ✧ Strategy of development
  - ✧ Rulebook on quality assurance
  - ✧ Procedure on selfevaluation and quality assessment
  - ✧ Procedure on evaluation of quality studies
  - ✧ Procedure on internal quality audit
  - ✧ Procedure on conducting measures for improving
  - ✧ Ethics code

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  - ✧ Procedure of internal quality audit
  - ✧ Procedure of conducting measures for improving
  - ✧ Ethics code

Measuring, analysis

External monitoring

- In accordance with the Law on Higher Education of Republic of Srpska – Republic Administration for Inspection Activities of Republic of Srpska.
- Accreditation/ reaccreditation of the University.
- Accreditation/ reaccreditation of study programs (upcoming)...

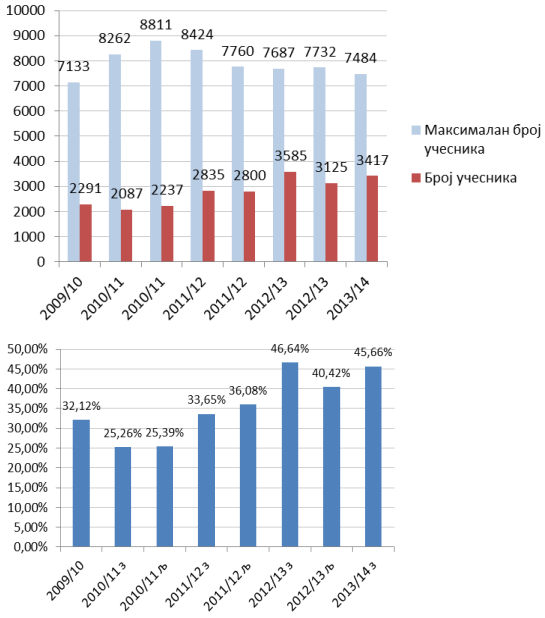
Internal monitoring

- University's acts and rulebooks. Internal organization and systematization.
- Procedure of internal control (finance and scientific projects)
- Procedure of internal quality audit
- Procedure of self evaluation and quality assessment
- Procedure of evaluation of quality studies
- Procedure of conducting measures for improving

Satisfaction survey of internal stakeholders

- Teaching and non-teaching staff. Students.
- Survey of teaching and non-teaching staff – 2009.
- Survey of students. At the end of each semester. Electronic questionnaires.
- The basement is informational system of University. Correct data.
- Rulebook of evalution of quality studies by students.
- Law on Higher Education. Ssurvey score is taken to election to teaching title.
- Area of evaluation: each course, pedagogical work of teaching staff, all services, coruption, books, cheating on exams, study programs generally.
- Students don't evaluate the assessment of teachers, but only teaching and pedagogical skills for on going semester.
- The right: first time enrolled students in study year.
- User names and passwords for students. QA associates generates these in system.
- Commission at each study program. 96. Reporting is obligatory.
- Measures for improvement are responsibilities of faculty management. Rulebook.
- The principle of voluntariness, anonymity, neutrality and protection of the dignity of the person whose work is subject to evaluation.
- Representativeness of the sample by study year. Valid grades.
- System offers different kind of reports, trends,..

Graphic presentation of ratio the possible maximum number of participants and the number of surveyed students

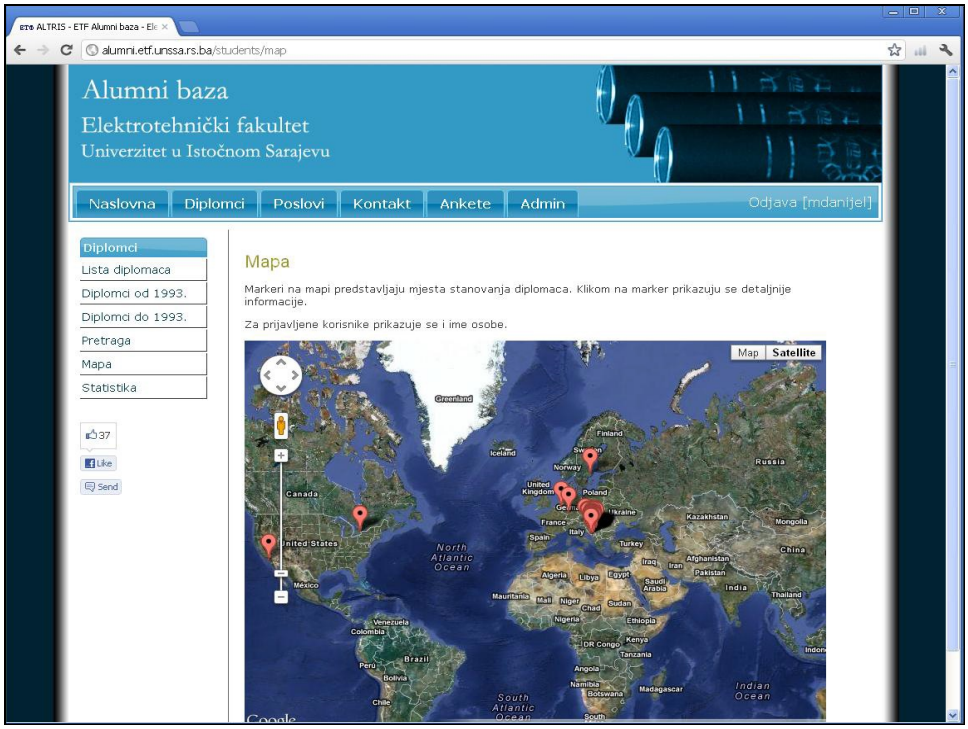


Satisfaction survey of external stakeholders

- Alumni.
- Alumni organization/ clubs. Faculty/ Academy level.
- Alumni database:

- evidence data about alumni
- data about employment

- Different types of reports
- Electronic survey.



QA improvements

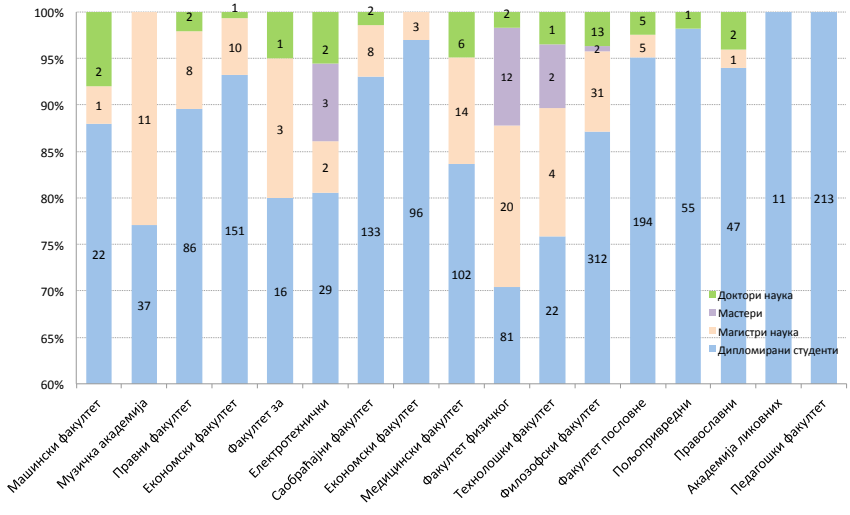
Self evaluation and quality assessment

- From 2007/08. At the end of each calendar year.
- ESG. Criteria for accreditation of HEI B&H.
- Rulebook of self evaluation and quality assessment
- Goals: sistematic review and monitoring, periodic audits, preparation for accreditation/ re-accdreditation.
- Responsibilities: university and faculty level. Commissions.
- Reporting to Faculty Councils and to Senate.
- Councils and Senate make recommendations for improving.
- Procedure of internal quality audit.
- Procedure of conducting measures for improving.
- KPIs

Internal and external benchmarking

- Faculties and academies of UES and other Universities.
- Over 70 parameters of benchmarking.
- Comparing.
- Ranking.
- Recommendations for improvement.
- Internal benchmarking UES

Indicator examples: Internal benchmarking (number of graduates, masters, doctors)



Information system

- At all student services – unique information system.
- Students and teachers evidence.
- All students services use the same documentation.
- Financial information system.
- Software financial card – register all student payments.
- OLAP software – different statistics on the level of university, faculty and study program.
- Student services – regularly meetings.
- Improving work and database – in accordance with current changes.

Cardboard of scientists

- Obligation for all teaching staff.
- Unique form at University.
- Criteria for obtaining of scientific titles.
- Responsibility of vice-rector for R&D and vice-deans for R&D and Art.
- Self evaluation and quality assessment report.
- Evaluation of results.
- Committee of QA developed Rulebook about work evaluation of teaching staff (consideration).

Key future challenges and possibilities for improvements

- Development strategy of University of East Sarajevo,
- Resource provision and management,
- Communication and MIS improvement,
- Document Management,
- Integrated Alumni association,
- Quality assurance of each study program, etc.

Thank you for attention! For more details...

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